

MARIO CHRISTOPHER BRAGANZA



PROFESSIONAL PROFILE

A proactive , Learning & Development professional, akin to a Swiss army knife, versatile and flexible yet multiply talented. A passionate,skilled, dedicated and disciplined, professional with a solid experience of 20+ years and Education always continuous, to enable Learning be given the highest priority.

A practical & exemplary leader and Learning professional,who excels in the of design,develop and execute of Leadership, Safety, STCW regulatory and soft skills programs on a consistent basis amongst the many others required.

Leading by example & Ensuring consistent Practicality and Positivity.

A self driven, responsible, highly motivated L&D professional delivering excellence in Mediating, Coaching, Mentoring and helping individuals learn to the best of their ability.

Facilitation of TTT and Leadership training continuously right through the pandemic helping mental well being and ensuring efficiency in the State Government offices in Goa.

PROFESSIONAL EXPERIENCE

April2018- Date, Training & Development Manager,Carnival Cruise Lines,Shipboard

Orientation and Onboarding training were an integral part of developing crew members to help them understand the culture at Carnival.Proactively action leadership whilst at work by assisting Middle and Senior Management on Safety of the Self first,and the Vessel in turn.

To this effect,I helped retrain the whole ship for a Coast Guard Inspection where we returned not only a great score of 95% but one that allowed us the basics of Safety and its importance in our day to day lives on a ship.

Using Adult and educational training methods,I ensured crew empathy with Guest satisfaction is tied together and further proven to ramp up scores on Guest Satisfaction.Apart from the Learning & Development ,I utilised the position to help crew, counseling them,As a result,I thwarted 8 potential suicide cases and had them back on track,with education and reinforcement of their potential and identity.

April 2014-March 2018,Entrepreneur/ HR Manager,

Rustique HomeStays /ACCLA,Kamaxi Goa,India

Whilst multitasking from my own home venture to training at a location off site,I chose to

set my standards higher than usual. A trademark of my personal self so I can deliver more than I promise.

The HomeStay allows me an entrepreneurial experience yet I multitask at the ACCLA facility to train students going to ship in Softskills, Life experientials and interview preparedness. I also assist with recruitment and selection.

Apart from the above, I also conduct training sessions currently for the State Government employees on a regular basis. Sessions include Leadership Development, Customer Service and Personal development skills.

These sessions are had in conjunction with programs linked to the State Government and I am contracted on an as required basis.

***April 2013-March 2014 Manager & Trainer, Hospitality
(Voluntary Services to the Alma mater) DBTI, Solomon Islands & Papua New Guinea***

A give back to my alma mater, the Salesian Delegation of Solomon Islands and Papua New Guinea was where I put in a fruitful year. As part of a funding project from the European Union, I taught children Hospitality eventually placing them locally and otherwise.

October 2011-March 2013, HR, Training & Development Manager, Hilton Worldwide Inc, UAE.

Helped bring up Al Ain Hilton property from 3star to 5star. I had been recruited for the purpose on a contractual form of employment and successfully completed the endeavor.

***May 2008–September 2011, Training & Development Manager, SAEC Ltd, Panama City ,
Republic of Panama***

Here I held a dual role HR Training & Development Manager & Customer Service Manager.

I setup the complete Handbook and employee Manuals for the property start up in India for the company. When working out of Manila, I retrained and had the employees upto speed on an international level.

***June 2005-April 2008, Training & Development Manager, Cidade de Goa Beach Resorts,
Goa, India***

After returning I contributed effectively to the HR department in setting up a Service Excellence culture. Report to the Human Resource Manager, Having returned with a whole lot of international expertise from Disney, I chose to spruce up my education and direct my career into the Human Resources department to move upwards and bolster my skills in the same.

April 2002-May 2005 Captains Steward, Disney Cruise Lines, Florida, USA.

Report to the 2nd Housekeeper onboard, Providing services and assisting guests , catering to those guests staying within assigned area, i.e. the Captain and his Steering Committee and Management personnel

Attended the "Train the Trainer Management Program which has helped me tremendously till date.

***June 1995-March 2002 Executive, Human Resources,
Cidade de Goa Beach Resorts, Goa, India.***

Introduced (Safety Management System) SMS, Responsible for the implementation of the general safety management within areas and operations under their control

Implemented training course for new recruits and frontline service staff.

I moved onto Disney Cruise Lines to be able to expose myself internationally in terms of professional experience in the Hospitality Industry.

EDUCATION & CERTIFICATION

Masters, Psychology, Divine Mercy University, Virginia, USA

Masters in Sociology, Mumbai University, India.

B.A., Psychology & English Literature, Mumbai University, India.

Post Graduate Diploma in Human Resource Management (PGDHRM) , Symbiosis Institute of Management, India

Professional Member of the Society of Human Resource Management , Virginia, USA with a certification attempt at the (SPHR) Certification from HRCI, USA

Concluding the ATD Certification Institute's Certified Professional in Learning and Performance Certification (CPLP)

Professional Membership in CIPD

Practitioner in Neuro Linguistic Programming, School Of Excellence, Chennai, India.

Diploma in Photography from Photographic Society of India

Advanced Firefighting Certificate from the Port Canaveral Fire Station, Florida, USA

PROFESSIONAL AFFILIATION & MEMBERSHIPS

Member, Society Human Resource Management, (SHRM), USA

Member , Association for Talent Development

Member, Photographic Society of India (PSI), Mumbai, India

Member,American Photo Society, NewYork, USA

Member,Council of Tourism and Hospitality, UK

Member,CIPD,UK

Train the Trainer Certification from Disney Cruise Lines,Hilton Worldwide Inc and STAR certification Miami Florida.

PERSONAL PARTICULARS

Date of Birth : 24th February 1977

Nationality : Indian , Roman Catholic

Passport # :Z3534797 (DOI : 1stFebruary2016 DOE:31stJanuary2026)

C1/DVisa:20182618320003(DOI:24thSeptember2018 DOE:17September2023) B1/B2

Visa : 20140776420010 (DOI : 19th March 2019 DOE : 17th March 2024)

PermanentAddress:395,BRAGANZAS FOOTHILL NESTLING,

GANGOZ VADDU,SALVADOR DO MUNDO,BARDEZ,GOA- INDIA, 403101

Phone (Cellphone) : 0091 - 9923036599

Residential(HomeCellphone):0091-9923806599

Email: braganzamario24@gmail.com

Skype Id:mario.christopher.braganza

REFERENCES

GarethWilliams,CCL,HRServices,CarnivalShoresideManagement

Parixit Pai Fondekar, Owner and CEO at ACCLA India

